

Knox County, Ohio

COORDINATED PUBLIC TRANSIT- HUMAN SERVICES TRANSPORTATION PLAN

2021 - 2026

Knox Area Transit – Lead Agency

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Executive Summary

This plan is the Public Transit-Human Services Transportation Plan for Knox County, Ohio. The plan was initially developed in 2017. This plan fulfills the requirements of the Federal Transit Administration (FTA) under the Fixing America's Surface Transportation (FAST) Act, signed into law as a reauthorization of surface transportation programs through Fiscal Year 2022. According to requirements of the FAST Act, locally developed coordinated public transit-human services transportation plans must be updated to reflect the changes established by the FAST Act legislation. The FAST Act applies new programs and rules for all Fiscal Year 2023 funds and authorizes transit programs for five (5) years.

Transportation is a critical component of the communities in Knox County, Ohio. Transportation provides access to jobs, education, health care, human services and allows all community members, including older adults and people with disabilities, to live independently and engage in community life. It is the purpose of this plan for local stakeholders to work collaboratively to complete the following activities:

1. Identify all community resources including public transportation, senior transportation, veterans' transportation, medical transportation, and private transportation.
2. Identify and prioritize community transportation needs by working together to minimize duplication of services; develop strategies to increase transportation options for individuals; and coordinate efforts to provide efficiencies throughout the transportation industry in Knox County.
3. Establish a clear plan for achieving shared goals.

A major need in the community regarding transportation resources is to coordinate services and share information. To accomplish this, Knox County has created the position of Mobility Manager to serve as a resource to the community. The primary goal of a Mobility Manager in Knox County is to work with the various transportation resources to develop a knowledgebase of services and eligibilities. The Mobility Manager would then be able to refer transportation users to the appropriate transportation service. This would reduce duplication of services and expand the resources available to individuals.

Additionally, the Mobility Manager works in the community to educate riders and potential riders. Participation in community teams, building relationships with senior centers and participating in community events also provide opportunities to share information. The Mobility Manager also provides ride along educational experiences to assist new riders who are unsure how to manage the transportation services available to them. Communication with the local resources and regional services enhance the knowledge base of the Mobility Manager.

Fundamental to the Coordinated Transportation Plan process is the active and meaningful involvement of stakeholders. For projects selected for funding under the Section 5310 program, participation in planning activities must include participation and/or representation of the following, at minimum:

- Seniors
- Individuals with disabilities
- People with low incomes
- Public, private and non-profit transportation providers
- Assisted living facilities
- Veterans Services
- Knox County Commissioners
- City of Mount Vernon
- Local Villages
- Local Police Department
- Knox Community Hospital
- Homeless Shelter
- Knox County Foundation
- United Way
- Local Businesses
- Emergency Management Agency
- Human services providers
- General public

In order to ensure participation from the above groups, the following stakeholder involvement and activities were performed at quarterly meetings in 2021. These activities included stakeholder meetings and help from the stakeholders in re-writing the plan.

This plan was developed and adopted by a planning committee. More information about the planning committee can be found in Appendix A.

I. Geographic Area

Knox County is a rural county consisting of 530 square miles, 22 townships, and 11 incorporated towns and villages. 58% of the county consists of farmland, 28% forested, and 4.1 square miles of water.

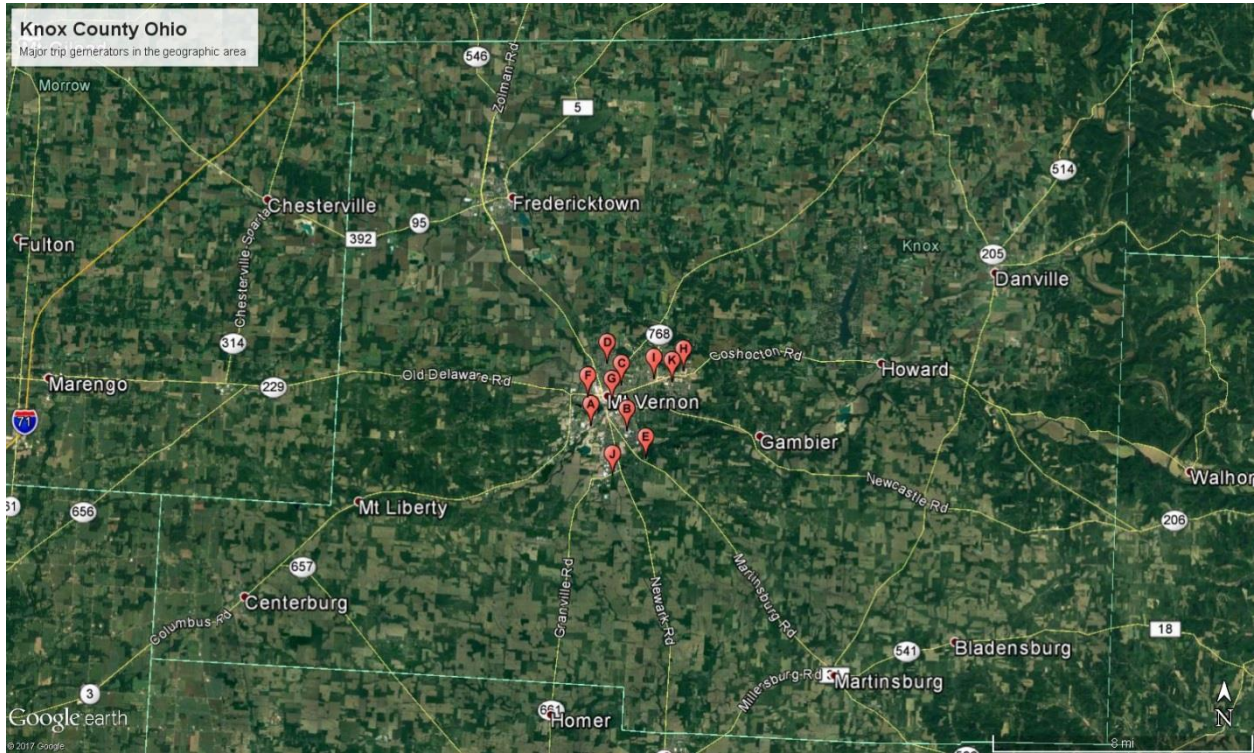
Knox County is the geographical center of the state. The county is located within an hour commute to Columbus, Mansfield, Newark and Delaware. We continue to grow and draw young and old to our rural way of life. The median age of Knox County is 38. Over the last 21 years, the population of Knox County has grown from 54,500 (in 2000) to 62,897 (in 2021).

Knox County is a host to many festivals throughout the year. These festivals include Earth Day, First Fridays, Heart of Ohio USA Days, Knox County Fair, Mount Vernon Music and Arts Festival, Fredericktown Tomato Show, and Oldtime Farming Festival. The Kokosing Gap, Heart of Ohio, and the Mohican Valley Trail have recently become part of the Great American Rail-trail, that runs from Washington State to Washington DC. Many activities are offered at Ariel Foundation Park, Woodward Opera House and First Friday's during the summer months. Knox County is home to Kenyon College, the Mount Vernon Nazarene University, a branch of Central Ohio Technical College, and Knox Technical Center.

Map 1: Basic map of the geographic area covered by the plan



Map 2: Major trip generators in the geographic area



- A. Columbia School
- B. Mount Vernon High
- C. Pleasant Street School
- D. Dan Emmett School
- E. Twin Oak School
- F. Learning Center
- G. Freedom Center
- H. Walmart
- I. Kroger
- J. Behavior Health Partners
- K. Knox Community Hospital

II. Population Demographics

According to DATAUSA.IO in 2017, around 50.4% of commuters traveled 23.5 minutes or more to work each day. 1.56% of those were considered “super commuters” with a travel time of 90 minutes or longer. A study by the Ohio Department of Transportation indicates that 1,169 families in Knox County do not own a vehicle and 2,890 families own only one vehicle.

The US Census 2021 reported that in Knox County, of the 62,897 people in Knox County, 10.9% are living in poverty. The largest groups according to the US Census are; persons under 18 years of age made up 22.9%; persons 65 and older made up 18%; Veterans population was 4,157.

Total eligible workers in Knox County is 61.5%. The county’s unemployment rate was an average of 4.0% for the 2021 calendar year.

Chart 1: Total Population Current and Projected for Five Years

Knox County, Ohio		
Description	Measure	Source
Population		
Census 2010 Total Population	60,921	2010 Demographic Profile
2016 Population Estimate (as of July 1, 2016)	60,814	2016 Population Estimates
2016 ACS 5-Year Population Estimate	60,878	2012-2016 American Community Survey 5-Year Estimates
Median Age	39.0	2012-2016 American Community Survey 5-Year Estimates
Number of Companies	4,909	2012 Survey of Business Owners
Educational Attainment: Percent high school graduate or higher	89.6%	2012-2016 American Community Survey 5-Year Estimates
Count of Governments	N/A	2012 Census of Governments
Total housing units	25,462	2012-2016 American Community Survey 5-Year Estimates
Median Household Income	48,619	2012-2016 American Community Survey 5-Year Estimates
Foreign Born Population	817	2012-2016 American Community Survey 5-Year Estimates
Individuals below poverty level	15.6%	2012-2016 American Community Survey 5-Year Estimates
Race and Hispanic Origin		
White alone	58,773	2012-2016 American Community Survey 5-Year Estimates
Black or African American alone	626	2012-2016 American Community Survey 5-Year Estimates
American Indian and Alaska Native alone	74	2012-2016 American Community Survey 5-Year Estimates
Asian alone	222	2012-2016 American Community Survey 5-Year Estimates
Native Hawaiian and Other Pacific Islander alone	0	2012-2016 American Community Survey 5-Year Estimates
Some Other Race alone	82	2012-2016 American Community Survey 5-Year Estimates
Two or More Races	1,101	2012-2016 American Community Survey 5-Year Estimates
Hispanic or Latino (of any race)	855	2012-2016 American Community Survey 5-Year Estimates
White alone, Not Hispanic or Latino	58,187	2012-2016 American Community Survey 5-Year Estimates
Veterans	4,348	2012-2016 American Community Survey 5-Year Estimates

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Chart 2: Total Population by Age Group

Subject	Knox County, Ohio			
	Estimate	Margin of Error	Percent	Percent Margin of Error
SEX AND AGE				
Total population	60,878	*****	60,878	(X)
Male	29,853	+/-91	49.0%	+/-0.1
Female	31,025	+/-91	51.0%	+/-0.1
Under 5 years	3,632	+/-97	6.0%	+/-0.2
5 to 9 years	4,230	+/-252	6.9%	+/-0.4
10 to 14 years	3,736	+/-264	6.1%	+/-0.4
15 to 19 years	4,877	+/-117	8.0%	+/-0.2
20 to 24 years	4,877	+/-115	8.0%	+/-0.2
25 to 34 years	6,588	+/-114	10.8%	+/-0.2
35 to 44 years	6,712	+/-82	11.0%	+/-0.1
45 to 54 years	7,984	+/-81	13.1%	+/-0.1
55 to 59 years	4,241	+/-294	7.0%	+/-0.5
60 to 64 years	4,063	+/-298	6.7%	+/-0.5
65 to 74 years	5,663	+/-48	9.3%	+/-0.1
75 to 84 years	3,042	+/-180	5.0%	+/-0.3
85 years and over	1,233	+/-181	2.0%	+/-0.3
Median age (years)	39.0	+/-0.6	(X)	(X)
18 years and over	46,761	+/-89	76.8%	+/-0.1
21 years and over	43,246	+/-226	71.0%	+/-0.4
62 years and over	12,270	+/-271	20.2%	+/-0.4
65 years and over	9,938	+/-80	16.3%	+/-0.1
18 years and over	46,761	+/-89	46,761	(X)
Male	22,595	+/-70	48.3%	+/-0.2
Female	24,166	+/-99	51.7%	+/-0.2
65 years and over	9,938	+/-80	9,938	(X)
Male	4,437	+/-30	44.6%	+/-0.4
Female	5,501	+/-72	55.4%	+/-0.4

Chart 3: Total Population by Race

Subject	Knox County, Ohio			
	Estimate	Margin of Error	Percent	Percent Margin of Error
RACE				
Total population	60,878	*****	60,878	(X)
One race	59,777	+/-166	98.2%	+/-0.3
Two or more races	1,101	+/-166	1.8%	+/-0.3
One race	59,777	+/-166	98.2%	+/-0.3
White	58,773	+/-132	96.5%	+/-0.2
Black or African American	626	+/-125	1.0%	+/-0.2
American Indian and Alaska Native	74	+/-56	0.1%	+/-0.1
Cherokee tribal grouping	0	+/-27	0.0%	+/-0.1
Chippewa tribal grouping	0	+/-27	0.0%	+/-0.1
Navajo tribal grouping	0	+/-27	0.0%	+/-0.1
Sioux tribal grouping	0	+/-27	0.0%	+/-0.1
Asian	222	+/-71	0.4%	+/-0.1
Asian Indian	0	+/-27	0.0%	+/-0.1
Chinese	48	+/-57	0.1%	+/-0.1
Filipino	14	+/-18	0.0%	+/-0.1
Japanese	43	+/-58	0.1%	+/-0.1
Korean	51	+/-51	0.1%	+/-0.1
Vietnamese	41	+/-67	0.1%	+/-0.1
Other Asian	25	+/-23	0.0%	+/-0.1
Native Hawaiian and Other Pacific Islander	0	+/-27	0.0%	+/-0.1
Native Hawaiian	0	+/-27	0.0%	+/-0.1
Guamanian or Chamorro	0	+/-27	0.0%	+/-0.1
Samoan	0	+/-27	0.0%	+/-0.1
Other Pacific Islander	0	+/-27	0.0%	+/-0.1
Some other race	82	+/-55	0.1%	+/-0.1
Two or more races	1,101	+/-166	1.8%	+/-0.3
White and Black or African American	468	+/-123	0.8%	+/-0.2
White and American Indian and Alaska Native	251	+/-56	0.4%	+/-0.1
White and Asian	312	+/-71	0.5%	+/-0.1
Black or African American and American Indian and Alaska Native	13	+/-18	0.0%	+/-0.1
Race alone or in combination with one or more other races				
Total population	60,878	*****	60,878	(X)
White	58,838	+/-159	98.3%	+/-0.3
Black or African American	1,107	+/-135	1.8%	+/-0.2
American Indian and Alaska Native	361	+/-36	0.6%	+/-0.1
Asian	557	+/-27	0.9%	+/-0.1
Native Hawaiian and Other Pacific Islander	0	+/-27	0.0%	+/-0.1
Some other race	116	+/-79	0.2%	+/-0.1
HISPANIC OR LATINO AND RACE				
Total population	60,878	*****	60,878	(X)
Hispanic or Latino (of any race)	855	*****	1.4%	*****
Mexican	238	+/-120	0.4%	+/-0.2
Puerto Rican	355	+/-132	0.6%	+/-0.2
Cuban	29	+/-23	0.0%	+/-0.1
Other Hispanic or Latino	233	+/-96	0.4%	+/-0.2
Not Hispanic or Latino	60,023	*****	98.6%	*****
White alone	58,187	+/-28	95.6%	+/-0.1
Black or African American alone	534	+/-98	0.9%	+/-0.2
American Indian and Alaska Native alone	74	+/-56	0.1%	+/-0.1
Asian alone	222	+/-71	0.4%	+/-0.1
Native Hawaiian and Other Pacific Islander alone	0	+/-27	0.0%	+/-0.1
Some other race alone	20	+/-22	0.0%	+/-0.1
Two or more races	986	+/-154	1.6%	+/-0.3
Two races including Some other race	11	+/-17	0.0%	+/-0.1
Two races excluding Some other race, and Three or more races	975	+/-153	1.6%	+/-0.3

Chart 4: Number and percentage of people with disabilities

Population estimates July 1, 2016	Number	Percentage
Total Population	60,814	
With a disability, under age 65 years	6,263	10.3%
www.census.gov/quickfacts/fact/table/knoxcountyohio/PST045216		

Chart 5: Number and percentage of households with incomes below the federal poverty level

Subject	Knox County, Ohio			
	Estimate	Margin of Error	Percent	Percent Margin of Error
PERCENTAGE OF FAMILIES AND PEOPLE WHOSE INCOME IN THE PAST 12 MONTHS IS BELOW THE POVERTY LEVEL				
All families	(X)	(X)	11.6%	+/-1.8
With related children of the householder under 18 years	(X)	(X)	19.3%	+/-3.3
With related children of the householder under 5 years only	(X)	(X)	13.1%	+/-5.9
Married couple families	(X)	(X)	5.2%	+/-1.2
With related children of the householder under 18 years	(X)	(X)	6.3%	+/-2.1
With related children of the householder under 5 years only	(X)	(X)	4.1%	+/-3.1
Families with female householder, no husband present	(X)	(X)	42.1%	+/-7.4
With related children of the householder under 18 years	(X)	(X)	56.5%	+/-8.2
With related children of the householder under 5 years only	(X)	(X)	45.2%	+/-18.7
All people	(X)	(X)	15.6%	+/-1.7
Under 18 years	(X)	(X)	22.1%	+/-3.7
Related children of the householder under 18 years	(X)	(X)	22.0%	+/-3.7
Related children of the householder under 5 years	(X)	(X)	18.8%	+/-5.5
Related children of the householder 5 to 17 years	(X)	(X)	23.1%	+/-4.1
18 years and over	(X)	(X)	13.5%	+/-1.4
18 to 64 years	(X)	(X)	14.6%	+/-1.6
65 years and over	(X)	(X)	9.4%	+/-2.4
People in families	(X)	(X)	12.5%	+/-1.8
Unrelated individuals 15 years and over	(X)	(X)	28.7%	+/-3.2

Chart 6: Number and percentage of individuals with incomes below the federal poverty level

Population estimates July 1, 2016	Number	Percentage
Total Population	60,814	
Persons in poverty	7,723	12.7%
www.census.gov/quickfacts/fact/table/knoxcountyohio/PST045216		

Chart 7: Percent of population that speak English "Less than very well"

Subject	Knox County, Ohio												
	Total		Percent		Percent of specified language speakers								
	Estimate	Margin of Error	Estimate	Margin of Error	Speak English only or speak English "very well"		Percent speak English only or speak English "very well"		Speak English less than "very well"		Percent speak English less than "very well"		
Population 5 years and over	57,246	+/-57	(X)	(X)	56,481	+/-311	96.7%		+/-0.5	765	+/-295	1.3%	+/-0.5
Speak only English	54,581	+/-195	95.4%	+/-1.4	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)
Speak a language other than English	2,665	+/-775	4.6%	+/-1.4	1,900	+/-575	71.2%		+/-7.1	765	+/-295	28.8%	+/-7.1
SPEAK A LANGUAGE OTHER THAN ENGLISH													
Spanish	538	+/-159	0.9%	+/-0.3	466	+/-148	86.6%		+/-7.8	60	+/-43	11.4%	+/-7.8
5 to 17 years old	144	+/-54	0.3%	+/-0.2	139	+/-68	96.5%		+/-7.6	5	+/-8	3.5%	+/-7.6
18 to 64 years old	351	+/-122	0.6%	+/-0.2	296	+/-110	84.3%		+/-10.7	55	+/-42	15.7%	+/-10.7
65 years old and over	31	+/-31	0.1%	+/-0.1	31	+/-31	100.0%		+/-51.2	0	+/-27	0.0%	+/-51.2
Other Indo-European languages	1,958	+/-750	3.4%	+/-1.3	1,342	+/-554	68.5%		+/-8.5	616	+/-273	31.5%	+/-8.5
5 to 17 years old	529	+/-514	1.4%	+/-0.9	522	+/-372	63.0%		+/-12.9	307	+/-178	37.0%	+/-12.9
18 to 64 years old	973	+/-307	1.7%	+/-0.5	726	+/-233	74.6%		+/-10.5	247	+/-140	25.4%	+/-10.5
65 years old and over	156	+/-93	0.3%	+/-0.2	94	+/-60	60.3%		+/-24.0	62	+/-57	39.7%	+/-24.0
Asian and Pacific Island languages	131	+/-101	0.2%	+/-0.2	42	+/-67	32.1%		+/-39.5	89	+/-75	67.9%	+/-39.5
5 to 17 years old	0	+/-27	0.0%	+/-0.1	0	+/-27	-	**	0	+/-27	-	-	**
18 to 64 years old	71	+/-67	0.1%	+/-0.1	0	+/-27	0.0%		+/-33.0	71	+/-67	100.0%	+/-33.0
65 years old and over	60	+/-74	0.1%	+/-0.1	42	+/-67	70.0%		+/-57.5	18	+/-32	30.0%	+/-57.5
Other languages	40	+/-33	0.1%	+/-0.1	40	+/-33	100.0%		+/-45.1	0	+/-27	0.0%	+/-45.1
5 to 17 years old	0	+/-27	0.0%	+/-0.1	0	+/-27	-	**	0	+/-27	-	-	**
18 to 64 years old	40	+/-33	0.1%	+/-0.1	40	+/-33	100.0%		+/-45.1	0	+/-27	0.0%	+/-45.1
65 years old and over	0	+/-27	0.0%	+/-0.1	0	+/-27	-	**	0	+/-27	-	-	**
CITIZENS 18 YEARS AND OVER													
All citizens 18 years old and over	46,386	+/-195	(X)	(X)	45,987	+/-233	99.1%		+/-0.4	399	+/-174	0.9%	+/-0.4
Speak only English	44,880	+/-407	96.8%	+/-0.8	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)
Speak a language other than English	1,506	+/-363	3.2%	+/-0.8	1,107	+/-284	73.5%		+/-8.9	399	+/-174	26.5%	+/-8.9
Spanish	318	+/-123	0.7%	+/-0.3	291	+/-120	91.5%		+/-8.8	27	+/-31	8.5%	+/-8.8
Other languages	1,188	+/-335	2.6%	+/-0.7	816	+/-249	68.7%		+/-10.5	372	+/-169	31.3%	+/-10.5

III. Assessment of Available Services

Conducting an evaluation of service provider capabilities and analyzing the existing gaps and duplications of services for transportation resources in each community, provides transportation planners with the information needed to implement changes that will improve the network of transportation resources and services in Knox County and across county lines.

The lead agency (Knox Area Transit) identified stakeholders to participate in the assessment of available services. These stakeholders included those who were represented in the current or past planning committees, as well as others who the planning committee identified as being appropriate stakeholders.

Interviews were conducted with each of the identified stakeholders. The purpose of the interview was to offer the stakeholders an opportunity to discuss the specific transportation services, gaps, needs, and priorities for their respective service areas or communities. When applicable, information reported in the previous coordinated plan was used to supplement information gathered during this planning effort.

Inventory of Transportation Providers

Organization Name	Number of Vehicles	Type of Vehicle	Programs offered	Service Area	Cost of Service	Notification time for Service
Apple Lane Ambulette	30 Daily	Wheelchair Vans and cars	passport-manage care-JFS	Statewide	\$70.00 load/offload \$1.50 mile	72 hours or longer
Mount Vernon Health and Rehabilitation	1	Handicapped Van	resident outings only	Knox County	no charge	None
Brookdale Senior Living	1	Handicapped Van and car	resident outings only	Knox County	no charge	None
Centerburg Pointe	1	Handicapped Van	resident outings only	Knox County	no charge	None
Country Club Rehabilitation Campus	1	Handicapped Van	resident outings only	In Town Service	N/C for residents	None
Country Court Nursing Center	1	Handicapped Van	activities-Dr. Appts. - outings	Knox County	N/C for residents	None
Centerburg Pointe	0	0	outsource transportation	None	no charge	None
Go Bus*	2	Handicapped 60 passenger bus	State wide transportation options	State of Ohio	Varies by destination	None
Hospice of Knox County	0	0	outsource transportation	None	no charge	None
Kenyon College	6 mini vans & 3 12 passenger vans	1 handicapped	College affiliates	Knox County/Airports	charged per service	None
Knox Area Transit	29	Mobility Vans	Public Transportation	Knox County primary, Statewide	\$.50 to \$10.00 in Knox County	same day
Knox Community Hospital	18 buses and van	no handicapped vehicle	in house transportation only	on campus		
Knox County Health Department	1	minivan non-handicapped	gas vouchers to public	None	no charge	None
Mansfield Ambulance	5 ambulettes and ambulance	Ambulettes to ACLS	Self-pay, insurance, Medicare, Medicaid	Statewide	charged per service	3-5 days
Mount Vernon Nazarene University	4 buses and 3 vans	Non-handicapped	students only	Knox County and airport	charged per service	None
Ohio Eastern Star	2	Handicapped van and bus	resident outings only	Knox County	fee when staff member drives	48 to 72 hours
Station Break Senior Center	3	1 handicapped van 3 van 1 car	donation based	statewide	free and self-pay	24 hours or longer
The Laurels of Mt. Vernon	1	handicapped bus	resident outings only	None	no charge	None
The Living Center	1	Non-handicapped van	resident outings only	Knox County	charged per service	None
Veterans Administration	4	all vans no handicapped	rides, gas vouchers, pay for other transport	statewide	free to veterans	72 hours or longer
Whispering Hills Nursing Home	1	handicapped bus	resident outings only	Knox County	free	None

Existing Transportation Services

The following information is based on tabulations from survey and interview results. A total of 22 organizations provided information about their services.

List of Transportation Service Providers

Agency Name: Knox Area Transit

Transportation Service Type: On Demand, Mount Vernon Shuttle, Mount Vernon-Gambier Shuttle

Other Services Provided: Contract services

Contact Information: 740-392-7433

Hours: M-F 6:00 am to 7:00 pm, Sat 8:00 am to 5:00 pm

Service Area: Knox County same day, Statewide 3-day notice

Eligibility Requirements: General Public, discounts available for 65-year-old or disability

Web-site: www.co.knox.oh.us/offices/kat

Agency Name: NET (Non-Emergency Transportation)

Transportation Service Type: Gas vouchers and voucher authorization for KAT service

Other Services Provided:

Contact Information: 740-393-5306

Hours: M-F 8:00 am to 4:00 pm

Service Area: Knox County and statewide

Eligibility Requirements: Medicaid eligible

Web-site:

Agency Name: GoBus

Transportation Service Type: Regional fixed route

Other Services Provided:

Contact Information: 888-95-GoBus

Hours:

Service Area: Fixed routes in Ohio

Eligibility Requirements:

Web-site: RideGoBus.com

Agency Name: CareSource

Transportation Service Type: Medical

Other Services Provided:

Contact Information: 1-800-488-0134

Hours:

Service Area: statewide

Eligibility Requirements: CareSource member

Web-site:

Agency Name: Molina
Transportation Service Type: Medical
Other Services Provided:
Contact Information: 866-642-9279
Hours:
Service Area: statewide
Eligibility Requirements: Molina Member
Web-site:

Agency Name: Buckeye Health Plan
Transportation Service Type: Medical
Other Services Provided:
Contact Information: 866-246-4358
Service Area: statewide
Eligibility Requirements: Buckeye Health Plan member
Web-site

Agency Name: Paramount Advantage
Transportation Service Type: Medical
Other Services Provided:
Contact Information: 866-837-9817
Service Area: statewide
Eligibility Requirements: Paramount Advantage member
Web-site:

Agency Name: United Healthcare Community Plan
Transportation Service Type: Medical
Other Services Provided:
Contact Information: 800-895-2017
Hours:
Service Area: statewide
Eligibility Requirements: Plan member
Web-site:

Agency Name: Lyft
Transportation Service Type: public
Other Services Provided:
Contact Information: Lyft.com

Agency Name: Station Break
Transportation Service Type: Senior - Public
Other Services Provided:
Contact Information: 740-397-2417
Hours: M-F, 8 am to 4 pm
Service Area: Central Ohio
Eligibility Requirements: 60+ years old
Web-site:

Agency Name: National Multiple Sclerosis Society
Transportation Service Type: All that meet the qualifications of MMSS.
Other Services Provided:
Contact Information: 1-732-660-1005 ext. 14287
Hours: M – F, 8 am to 4 pm
Service Hour: State of Ohio
Eligibility Requirements: Documented patient with MS

Agency Name: American Cancer Society
Transportation Service Type: All that meet the requirements of American Cancer Society
Other Services Provided:
Contact Information: 1-800-227-2345
Hours: 24/7
Service area: State of Ohio
Eligibility Requirements: Documented patient with Cancer

Agency Name: Ontario Cab Company
Transportation Service Type: Public
Other Services Provided:
Contact Information: 567-560-5228
Hours: 24/7
Service Area: Surrounding counties around Richland County
Eligibility Requirements:

The table below provides a summary of the characteristics of the participating transportation providers and organizations that purchase transportation on behalf of consumers.

Table 1: Organizational Characteristics

Agency Name	Directly Operates Transportation (Yes/No)	Purchases Transportation from Another Agency (if Yes, Who?)	Legal Authority (Private Non-Profit, Private For-Profit, Public Non-Profit,)	Number of Annual One-Way Passenger Trips	Average Number Trip Denials per Week	Are Vehicles Only Available for Human Service Agency Clients (Y/N) *
Apple Lane Ambulette	Yes					
Mount Vernon Health and Rehabilitation	Yes	Yes, Knox Area Transit				Yes
Brookdale of Mount Vernon	Yes	Yes, Knox Area Transit				Yes
Centerburg Pointe	Yes	Yes, Knox Area Transit				Yes
Country Club Rehabilitation Campus	Yes	Yes, Knox Area Transit				Yes
Country Court Nursing Center	Yes	Yes, Knox Area Transit				Yes
Hospice of North Central Ohio	No					
Kenyon College	Yes	Yes, Knox Area Transit				Yes
Knox Community Hospital	Yes					Yes
Knox Public Health	No	Yes, Knox Area Transit				
The Laurels of Mt. Vernon	No	Yes, Knox Area Transit				
Life Line Ambulance	Yes					No
The Living Center	No	Yes, Knox Area Transit				
Mount Vernon Nazarene University	Yes					Yes
Ohio Eastern Star Home	Yes	Yes, Knox Area Transit				Yes
Station Break Senior Center	Yes	Yes, Knox Area Transit				No
Veterans Services of Knox County	Yes	Yes, Knox Area Transit				Yes
Whispering Hills Nursing Home	Yes	Yes, Knox Area Transit				Yes
National Multiple Sclerosis Society	No	Yes, Knox Area Transit or Independency LLC.				Yes
American Cancer Society	No	Yes, Knox Area Transit or Independency LLC>				Yes
Ontario Cab Service	Yes					No

* “Yes” indicates the agency is closed door. An agency is considered closed door if they ONLY provide transportation to the facility as a courtesy or if they ONLY serve a particular clientele enrolled in agency programs (i.e. members of a sheltered workshop, or residents in a nursing home).

“No” indicates the agency is open door. This means the service is open to the public or a segment of the public defined by age, disability, or low income. For example, an agency is considered “open door” if they provide general transportation for anyone over the age of 60 or, an individual who is 60 or over can request transportation to a doctor’s appointment or the grocery store regardless of their affiliation with your agency.

Participating organizations provide a wide range of transportation including fixed routes, demand response, on-demand, and deviated fixed routes. Four of the participating organizations provide services on weekdays. Two operate transportation on Saturdays and one on Sundays. Evening services after 5:00 pm are operated by one organization. The following table depicts the transportation service characteristics by agency.

Table 2: Transportation Service Characteristics

Agency Name	Mode of Service	Days & Hours of Operation	Provides Medicaid-Eligible Trips (Y/N)	Level of Passenger Assistance Provided	Training Courses Required for Drivers
Knox Area Transit	On Demand	M-F 6 am to 7 pm, Sat 8 am to 5 pm	Y	Door to Door	Drive
Knox Area Transit	Deviated Fixed Route	M-F 8 am to 10 pm, Sat 2 pm to 10 pm	N	Stop to Stop	Drive
GoBus	Fixed Route	Mon – Sun		Stop to Stop	
Station Break	Demand Response	Mon – Fri			
Veterans Services	Demand Response	Mon - Fri			
Independency LLC.	Demand Response	24/7	N	Door to Door	Drive, CPR

Transportation-related expenses and revenues also differ by organization. General public fares, contract services, federal grants, state grants, and local grants are common revenue sources for transportation operators in Knox County. The table below provides a summary of expenses and revenues for public and non-profit transportation programs.

Table 3: Transportation-Related Expenses and Revenues

Agency Name	Fare Structure	Donations Accepted (Y/N)	Number of Full-Time & Part-Time Drivers	Number of Full-Time & Part-Time Schedulers/Dispatchers	Revenue Sources (most recent Fiscal Year)	Total Annual Transportation Expenses
Knox Area Transit	Yes	Y	2 full time, 38 part time	13 full time, 15 part time	Federal Grant, State Grant, E&D Grant, Knox County Grant, Mount Vernon City Grant	1,571,865

The following table provides basic information about transportation options other than the traditional public and human services transportation. Transportation options might include bike share, ride share, intercity, or taxi services, and more.

Table 4: Alternative/ Active Transportation Options

Transportation Option	Availability	Cost	Usage	Service Area
Ontario Cab Company	24/7	Cash	Local and long-distance transportation	Counties that surround Richland County

The following table provides basic information about local travel training program options.

Table 5: Transportation Resources

Transportation Resource	Availability	Cost	Usage	Service Area
Life Line Medical Ambulance	24/7	Insurance based	Cot transportation only	Ohio

The following table illustrates the technology used by each transportation provider for scheduling, dispatching, and/or GPS tracking vehicles.

Table 6: Technology

Agency Name	Name of Scheduling Software	Do you have an App for Transportation (Y/N)?	Name of Dispatching Software	AVL System/ GPS (Y/N)
Knox Area Transit	Ecolane	No	Ecolane	Yes

Assessment of Community Support for Transit

Knox County had a huge following for public transit of 450-500 runs daily prior to the Pandemic. Public transportation is slowly returning to normal with around 450 runs daily. As drivers return to work, the number continues to rise. According to the 2021 Customer Survey, 71 out of 263 people ride public transit. The Mobility Manager provides on going education throughout the County. The Mobility Manager also offers one on one training with first time riders. This project has been well received.

Safety

100% of the participating agency drivers are required to have background checks, BCI checks, drug and alcohol screenings. 50% have first aid/CPR, device securement training, defensive driver training, and sensitivity/awareness training.

Vehicles

Participants listed a combined total of 125 transit vehicles. Approximately 24% of the vehicles are wheelchair accessible. A vehicle utilization table is provided in Table 7.

Not all of the transportation providers provide wheelchair accessible vehicles while some organizations have an entire fleet of wheelchair accessible vehicles. Many transportation providers only serve individual clients while other providers serve an entire demographic. Many providers contract with Knox Area Transit for their mobility services.

As vehicles age, they require additional maintenance, may break down more often, and become costlier to operate. Vehicle replacement, based on age and condition, is vital to the overall cost effectiveness of the transportation services provided.

Table 7: Vehicle Utilization Table

Veh m #	Make	Model	Year	Vin #	Capaci ty	WC Capaci ty	Days of the Week Vehicle is in Service	Servi ce Hours	Vehicle Condi tion	Program to which Vehicle is Assigned (if applicable)	Service Area
Knox Area Transit											
111	Ford	E-350	2012	1FDEE3FS8CDA13413	14	3	5	12	80%	On-Demand	Knox
115	Dodge	Caravan	2012	2C4RDGBG3CR298648	6	1			80%	On-Demand	Statewide
118	Ford	E-350	2015	1FDEE3FL6FDA19594	9	2	5	8	90%	On-Demand	Knox
119	Ford	E-350	2015	1FDEE3FL8FDA19595	9	2	5	10	90%	On-Demand	Knox
120	Dodge	Caravan	2015	2C7WDGGBG8FR614247	6	1	6	10	85%	On-Demand	Knox
121	Ford	Pacer II	2016	1FDEE3FL8DC11424	9	2	5	8	90%	Timed fixed route	MTV-Gambier
122	Ford	Pacer II	2016	1FDEE3FL8DC11425	9	2	5	10	90%	On-Demand	Knox
123	Dodge	Caravan	2016	2C7WDGGBGXGR372479	6	1			90%	On-Demand	Statewide
124	Ford	Gcii ODOT	2016	1FDDE4FS0HDC05331	18	2	3	7	95%	Timed fixed route	MTV-Gambier
125	Ford	Pacer II	2017	1FDEE3FS6HDC31941	9	2	5	9	95%	Deviated Fixed Route	Mount Vernon
126	Ford	Pacer II	2017	1FDEE3FS8HD31942	9	2	5	9	95%	Deviated Fixed Route	Mount Vernon
127	Ford	Pacer II	2017	1FDEE3FSXHDC31943	9	2	5	9	95%	Deviated Fixed Route	Mount Vernon
128	Ford	Pacer II	2017	1FDEE3FS1HDC31944	9	2	5	9	95%	Deviated Fixed Route	Mount Vernon
129	Ford	Pacer II	2017	1FDEE3FS3HDC31945	9	2	5	9	95%	Deviated Fixed Route	Mount Vernon
130	Ford	E-350	2018	1FDEE3FS7JDC07623	9	2	5	9	95%	On Demand	Mount Vernon

Veh m #	Make	Model	Year	Vin #	Capaci ty	WC Capaci ty	Days of the Week Vehi cle is in Servi ce	Servi ce Hour s	Vehicle Condi tion	Program to which Vehicle is Assigned (if applicable)	Service Area
131	Ford	E-350	2018	1FDEE3FS5JDC076 22	9	2	5	9	95%	Deviated Fixed Route	Mount Vernon
132	Ford	E-350	2018	1FDEE3FS9JDC076 24	9	2	5	9	95%	On Demand	Mount Vernon
133	Ford	E-350	2018	1FDDE4FS0JDC066 80	18	2	5	9	95%	On Demand	Mount Vernon
134	Ford	E-350	2018	1FDDE4FS9JDC066 76	18	2	5	9	95%	On Demand	Mount Vernon
135	Ford	E-350	2018	1FDDE4FS4JDC066 79	18	2	5	9	95%	On Demand	Mount Vernon
136	Dodge	Van	2019	2C7WDGBG5KR68 3780	6	1	5	9	100%	On Demand	Mount Vernon
137	Ford	E-350	2019	1FDEE3FS7KDC010 80	9	2	5	9	95%	Deviated Fixed Route	Mount Vernon
138	Ford	E-350	2019	1FDEE3FS9KDC010 81	9	2	5	9	95%	Deviated Fixed Route	Mount Vernon
139	Ford	E-350	2019	1FDEE3FS0KDC010 79	9	2	5	9	95%	Deviated Fixed Route	Mount Vernon
140	Ford	E-350	2019	1FDEE3FS7KDC527 42	9	2	5	9	100%	On Demand	Mount Vernon
141	Ford	E-350	2019	1FDEE3FS9KDC527 43	9	2	5	9	100%	On Demand	Mount Vernon
142	Ford	E-350	2019	1FDEE3FS0KDC527 44	9	2	5	9	100%	On Demand	Mount Vernon
143	Ford	E-350	2019	1FDEE3FS2KDC527 45	9	2	5	9	100%	On Demand	Mount Vernon
144	Ford	E-350	2019	1FDEE3FS4KDC527 46	9	2	5	9	100%	On Demand	Mount Vernon
The Station Break											
01	Van	Toyota	201 1	101290	4	2	5		fair	medical	state
03	Van	Dodge	201 0	429946	6	0	5		fair	medical	state
06	Econov an	Ford	200 3	A17765	10	0	1-2		fair	Activities trip	state
08	Focus	Ford	200 6	169949	3	0	5		fair	medical	state
13	Van	Dodge	201 3	521639	6	0	5		fair	medical	state
Life Line Medical Ambulance											
	Ford	F-350					7	24			
	Internatio nal	430					7	24			
	Ford	F-450					7	24			

Veh m #	Make	Model	Year	Vin #	Capaci ty	WC Capaci ty	Days of the Week Vehic le is in Servi ce	Servi ce Hour s	Vehicle Condi tion	Program to which Vehicle is Assigned (if applicable)	Service Area
	Ford	F-450					7	24			
	Ford	F-450					7	24			

Summary of Existing Resources

Knox County has several resources available to the community from senior transportation through the Station Break, veteran's transportation through the Veteran's office, or general public transportation with Knox Area Transit. Additionally, there are several agencies that will assist with transportation through gas vouchers or contracted service. The NET (Non-Emergency Transportation) program and several other medical plans have transportation services available. Many of the assisted living facilities have transportation options either internally or through contract service. Human service organizations assist residents with transportation depending upon their qualifications.

Assessment of Transportation Needs and Gaps

In an effort to better understand the Knox County needs, the planning committee examined research and data, as well as solicited input from the community in an effort to gather information about needs and gaps in transportation services.

The demographic and socio-economic conditions of the study area are discussed in the population demographics portion of this plan. The following overview is an evaluation of the gaps in service based upon geographic data as well as from the perspective of the targeted populations, transportation providers, and the general public.

Knox County Mobility Advisory Committee (KCMAC) a variety of stakeholders in the area in an attempt to solicit input and request participation from any organization that could potentially be impacted by the coordinated transportation planning process.

The following methods were used to assess transportation needs and gaps

- Assessment of data and demographics
- Customer Surveys distributed at community events and community services

Emergency Management Agency

The Knox County Emergency Management Agency (EMA) is responsible for bringing partner agencies and organizations together within the county's Emergency Operations Center (EOC) to support a coordinated response to disasters within Knox County. The Mobility Manager serves as transportation coordinator with the EOC.

With the onset of COVID-19 pandemic, Knox County activated the county's Emergency Operations Center. Throughout the response to the pandemic, the Mobility Management demonstrated the importance and ability to plan and provide mobility issues for the whole community.

Mobility Management of Knox County has worked hard to build a professional working relationship with Emergency Management Agency (EMA) by providing transportation expertise.

It is important for the Mobility Manager to keep updated resource manuals, and updated vehicle and contact lists. The Mobility Manager should perform a Resource Capabilities Assessment yearly and share with the EMA.

EMA's expectation of the Mobility Manager is that we can do the following each time we come together for an exercise or disaster:

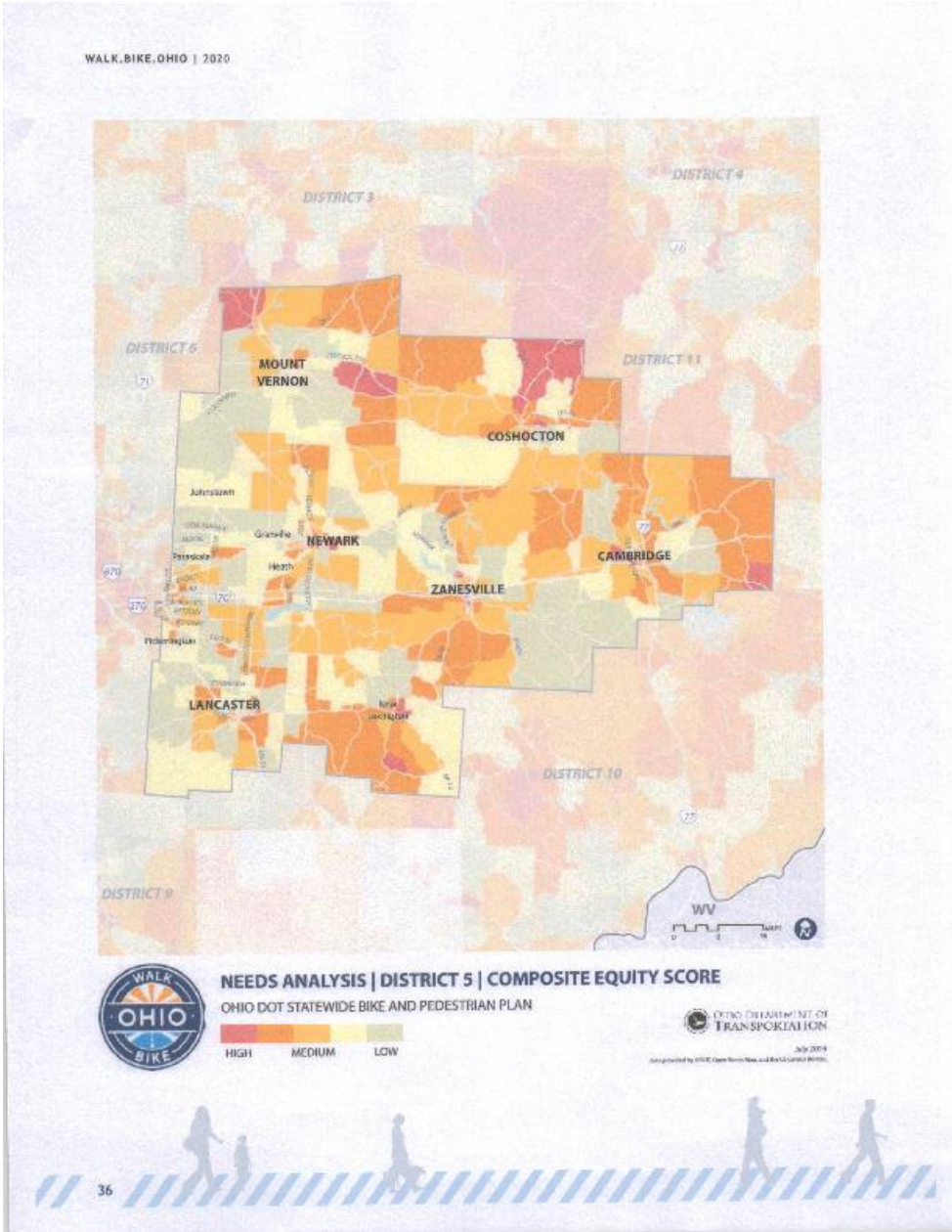
- Communicate and support the networks that serve the most vulnerable population.
- Quick deployment of services.
- System to prioritize evacuations for those at the most risk.
- Activate and coordinate fuel, emergency repairs, and other transportation support systems.
- Prioritize transportation for area where critical resources are limited.

Local Demographic and Socio-Economic Data

Data for each target population group were aggregated by Census Block Group for transportation analysis. The demographic and socio-economic data is valuable because a comparison of where the highest and lowest densities of individuals who are most likely to need transportation live. This information can then be compared to the locations of (1) major trip generators, and (2) available transportation services.

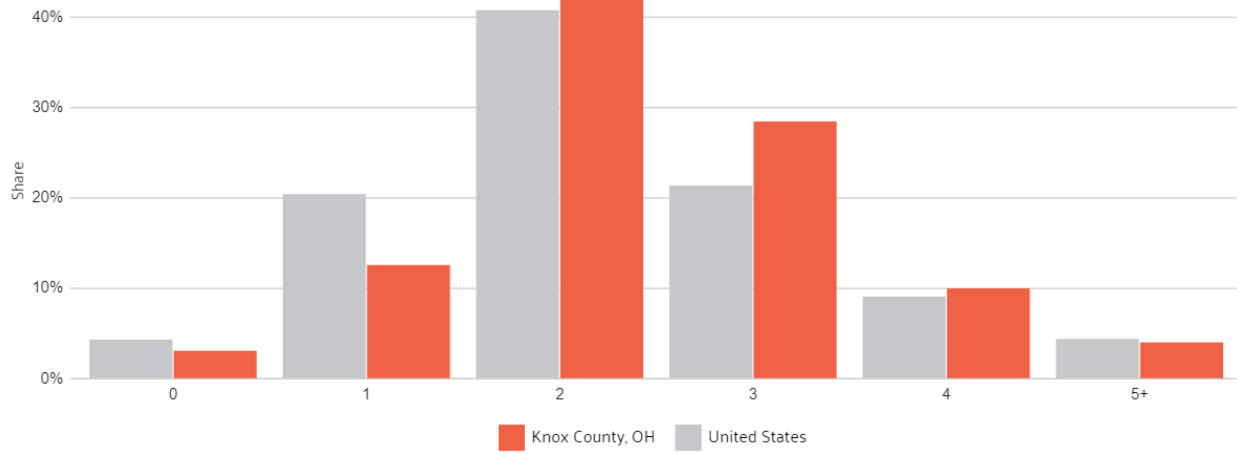
The following Exhibit 1 will illustrate the areas where the number of older adults (age 65 and older) is at or above the Knox County average.

Exhibit 1: Map of Population Density of Individuals Age 65 and Older



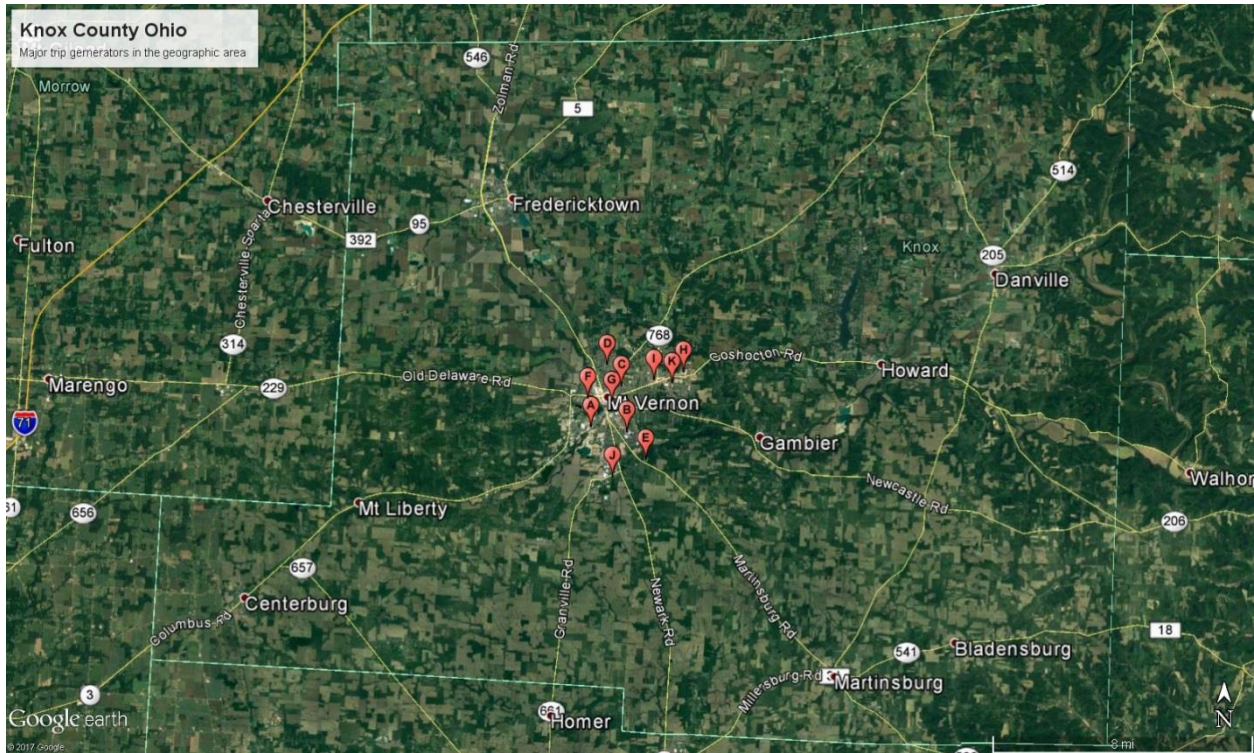
The exhibit below will indicate the areas where the number of zero vehicle households is above the Knox County average. The absence of a vehicle in the household is often an indication of the need for transportation services. Knox County is at 3.8% of residents not having any vehicles.

Exhibit 2: Flow Chart of Zero Vehicle Households



The next exhibit illustrates the location of the top destinations for the existing transportation providers as well as major trip generators for anyone in the area, including those who drive a personal vehicle.

Exhibit 3: Map of Major Trip Generators



- A. Columbia School
- B. Mount Vernon School Complex
- C. Pleasant Street School
- D. Dan Emmett School
- E. Twin Oak School
- F. The Learning Center
- G. Freedom Center
- H. Walmart
- I. Kroger
- J. Behavioral Health Partners
- K. Knox Community Hospital Complex

Analysis of Demographic Data

As this demographic data is available at the Knox County level, the coordinated plan group will analyze and report this data. Currently this data is not accurately available at the Knox County level.

General Public and Stakeholder Meetings/Focus Groups

Knox Area Transit hosted and facilitated five local meetings with focus groups to discuss the unmet transportation needs and gaps in mobility and transportation. 57 people participated in the meetings. Of those, none self-identified as an older adult and none self-identified as being a person with a disability; as it was not requested for attendees to identify as such.

During the meeting, Knox Area Transit presented highlights of historical coordinated transportation in Knox County, and discussed the activities since the last Coordinated Public Transit Human Services Transportation Plan that have helped to address some of the unmet transportation needs and gaps in services for the area.

Following the initial presentation, the stakeholders were asked to review the gaps in transportation services and needs from the previous plan/or update and identify any gaps that were no longer valid and any new needs/gaps, which the facilitator deleted/added to/from a list. The focus of the discussion was transportation for older adults, individuals with disabilities, and people with low incomes. However, several topics discussed also impact mobility options for the general public.

After the changes to the needs/gaps list were completed and new needs/gaps were added, each participant was asked to rank the needs/gaps using colored dots representing a high, medium, or low priority or that the remaining gap/need should be deleted.

Participants discussed more than 40 mobility issues to achieve, preserve, avoid, or eliminate through coordination during the meetings. Coordinated transportation stakeholders will consider these unmet needs when developing transportation goals and strategies, and grant applications. The exhibit at the end of this section provides a summary of the unmet mobility needs discussed during the meeting as well as the needs identified by the survey results.

Surveys

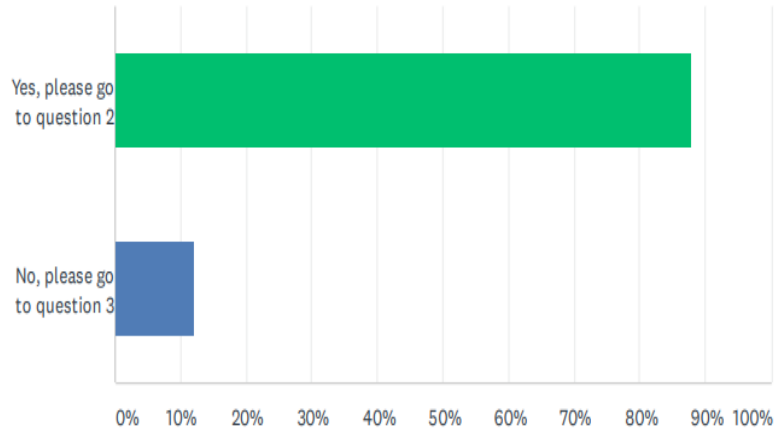
A Community Survey was circulated in 2021. It was distributed at local events, on Public Transit buses, and various groups throughout Knox County.

The following survey summary includes the information gained from the following surveys that were performed.

2021 Coordinated Plan Community Survey

Q1 Are you employed

Answered: 265 Skipped: 0

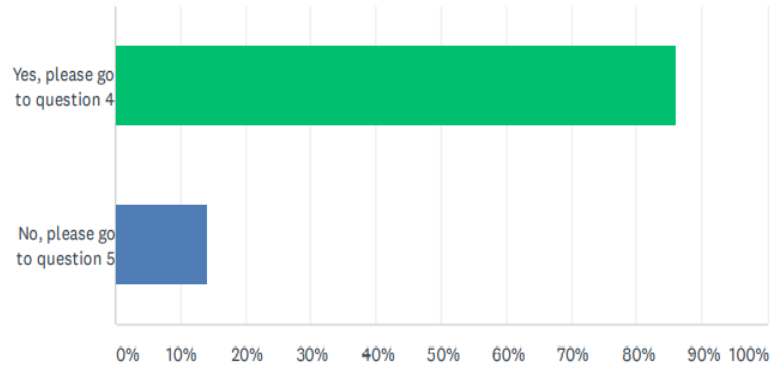


ANSWER CHOICES	RESPONSES	
Yes, please go to question 2	87.92%	233
No, please go to question 3	12.08%	32
TOTAL		265

2021 Coordinated Plan Community Survey

Q2 Do you have reliable transportation to/from work?

Answered: 237 Skipped: 28

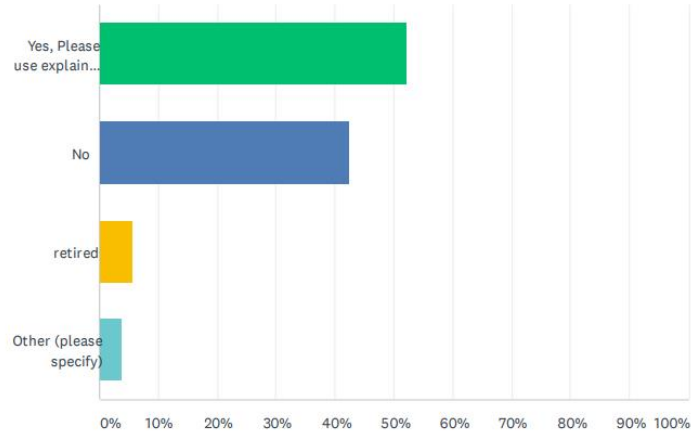


ANSWER CHOICES	RESPONSES	
Yes, please go to question 4	86.08%	204
No, please go to question 5	13.92%	33
TOTAL		237

2021 Coordinated Plan Community Survey

Q3 Have transportation barriers caused any of the following: inability to accept work, loss of employment, or stopped job searching?

Answered: 261 Skipped: 4

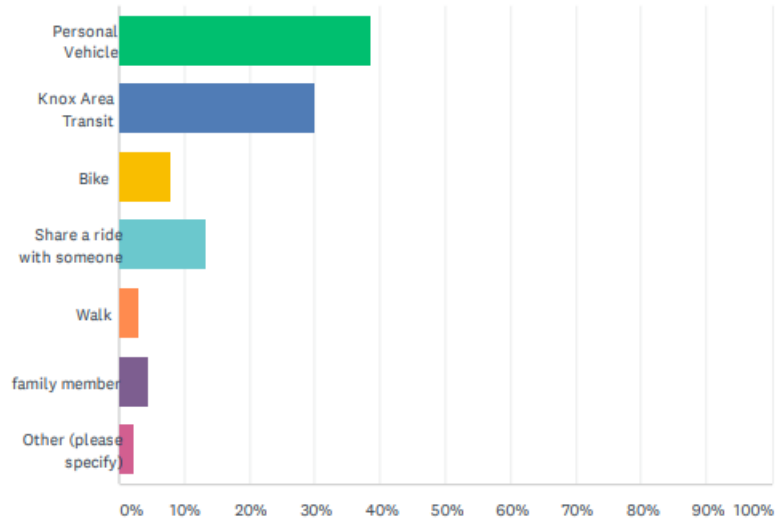


ANSWER CHOICES	RESPONSES	
Yes, Please use explain using the "other" box below	52.11%	136
No	42.53%	111
retired	5.75%	15
Other (please specify)	3.83%	10
Total Respondents: 261		

2021 Coordinated Plan Community Survey

Q4 How do you travel in Mount Vernon?

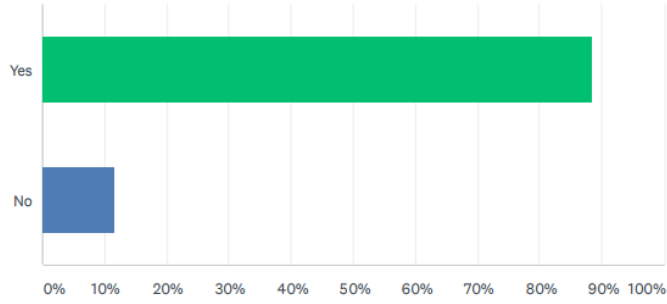
Answered: 262 Skipped: 3



ANSWER CHOICES	RESPONSES	
Personal Vehicle	38.55%	101
Knox Area Transit	30.15%	79
Bike	8.02%	21
Share a ride with someone	13.36%	35
Walk	3.05%	8
family member	4.58%	12
Other (please specify)	2.29%	6
TOTAL		262

Q5 If you could get to and from work in Knox County for \$2.00 to \$4.00 daily, would you utilize public Transportation?

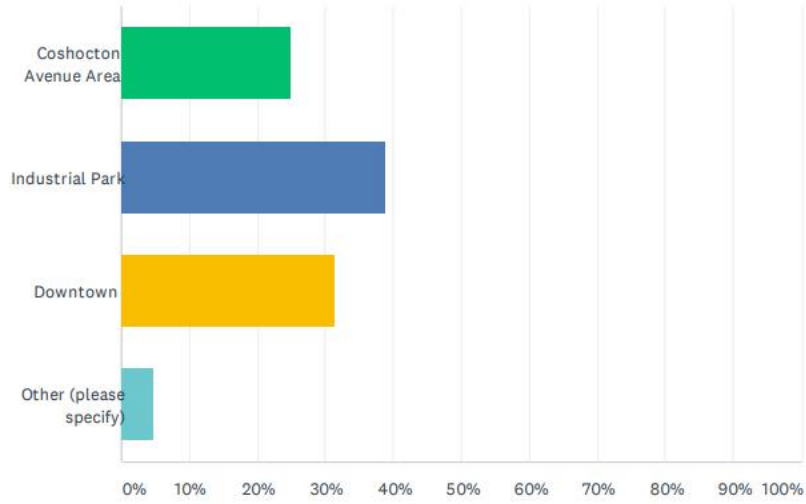
Answered: 260 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	88.46%	230
No	11.54%	30
TOTAL		260

Q6 What area of town would you need transportation for employment?

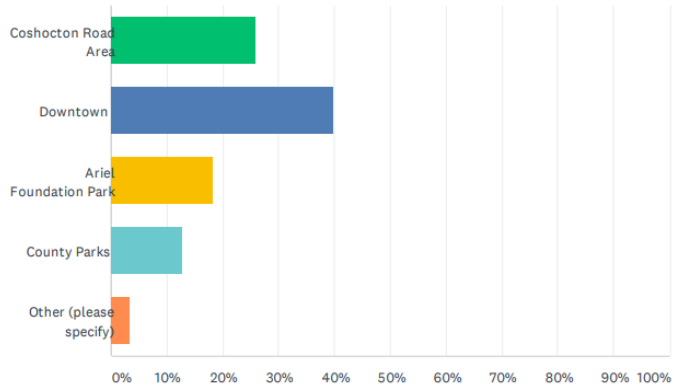
Answered: 252 Skipped: 13



ANSWER CHOICES	RESPONSES	
Coshocton Avenue Area	25.00%	63
Industrial Park	38.89%	98
Downtown	31.35%	79
Other (please specify)	4.76%	12
TOTAL		252

Q7 Where do you like to shop and spend your free time?

Answered: 181 Skipped: 84



ANSWER CHOICES	RESPONSES	
Coshocton Road Area	25.97%	47
Downtown	39.78%	72
Ariel Foundation Park	18.23%	33
County Parks	12.71%	23
Other (please specify)	3.31%	6
TOTAL		181

Q8 What time frame do you need transportation? ex: 4p to 12a, 11p to 7a

Answered: 242 Skipped: 23

8a-4p – 18

4p-12a – 63

12a-8a – 79

Various times: 15

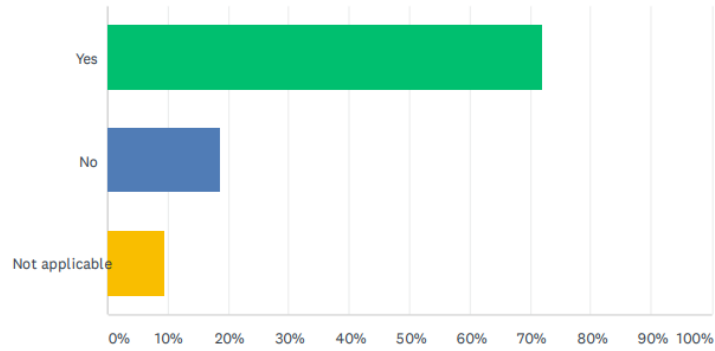
Travel to work: 17

Rather not say: 10

**The above responses have
been grouped by standard
8 hours work shifts.**

Q9 if public transportation was available for evening support groups/treatments services (Freedom Center, Riverside Recovery, AA, NA), would you use the bus system?

Answered: 263 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	71.86%	189
No	18.63%	49
Not applicable	9.51%	25
TOTAL		263

Q10 What city to you go to for doctor's appointments?

Answered: 253 Skipped: 12

Out of State – 148
Mount Vernon – 46
Columbus – 12
Cleveland – 2
Fredericktown – 1
Coshocton – 1
Utica – 1
Newark – 1

Q11 What city are you employed in?

Answered: 250 Skipped: 15

Employed out of State – 95

Employed in Knox County - 27

Employed in Mount Vernon – 27

Retired – 4

Employed in Fredericktown – 1

Employed in Coshocton – 1

Q12 What city do you shop in?

Answered: 252 Skipped: 13

Shop out of state – 159

Shop in Mount Vernon – 32

Shop in Knox County - 28

Do not want to say – 12

Shop in Columbus – 8

Shop in Mansfield – 6

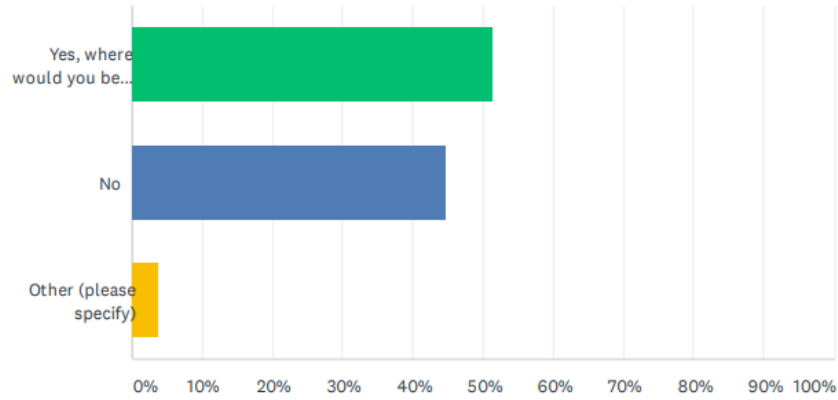
Shop in Newark – 5

Shop in Fredericktown - 2

2021 Coordinated Plan Community Survey

Q13 Do you or a family member ever need transportation outside of your county, but do not have access to reliable transportation?

Answered: 264 Skipped: 1

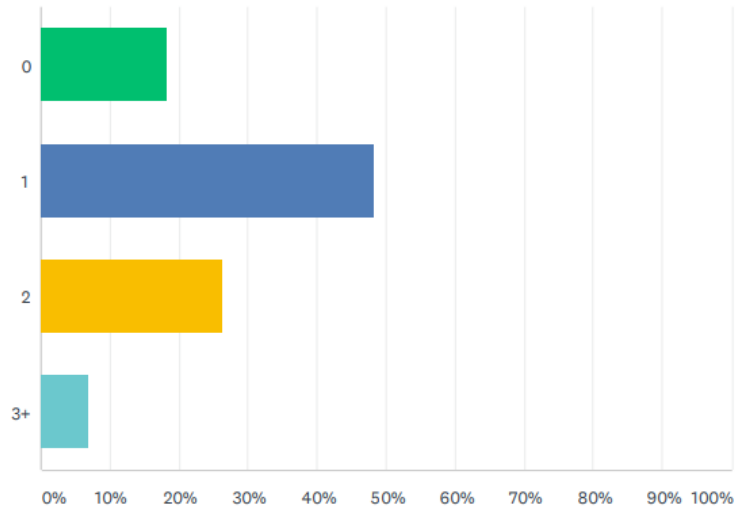


ANSWER CHOICES	RESPONSES	
Yes, where would you be going? Please use the "Other Box" for your comment.	51.52%	136
No	44.70%	118
Other (please specify)	3.79%	10
TOTAL		264

2021 Coordinated Plan Community Survey

Q14 How many vehicles do you own?

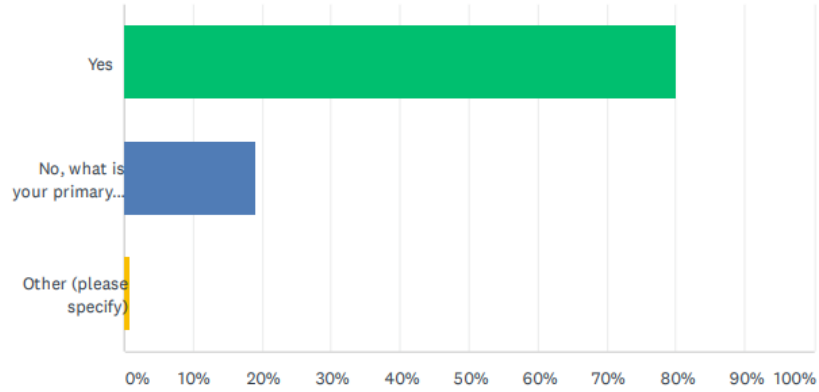
Answered: 186 Skipped: 79



ANSWER CHOICES	RESPONSES	
0	18.28%	34
1	48.39%	90
2	26.34%	49
3+	6.99%	13
TOTAL		186

Q15 Is English your first language?

Answered: 262 Skipped: 3

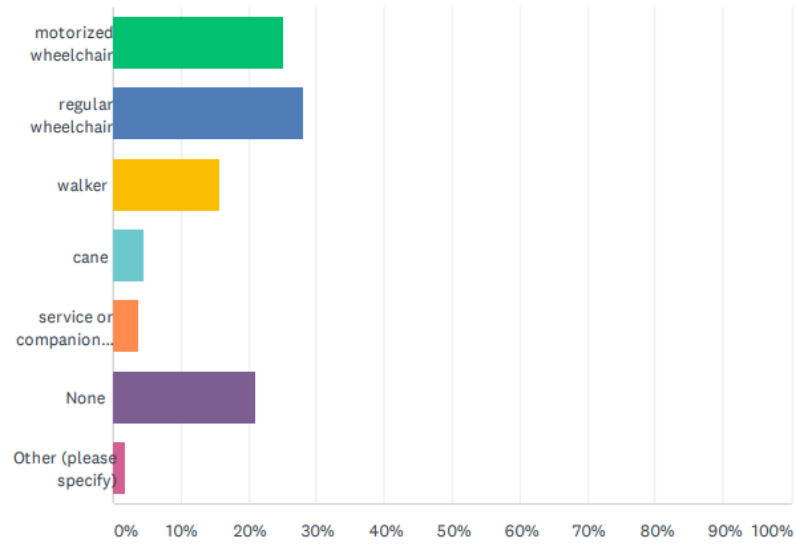


ANSWER CHOICES	RESPONSES	
Yes	80.15%	210
No, what is your primary language? please use "other" box below.	19.08%	50
Other (please specify)	0.76%	2
TOTAL		262

2021 Coordinated Plan Community Survey

Q16 If you have a disability, please check all that apply

Answered: 263 Skipped: 2

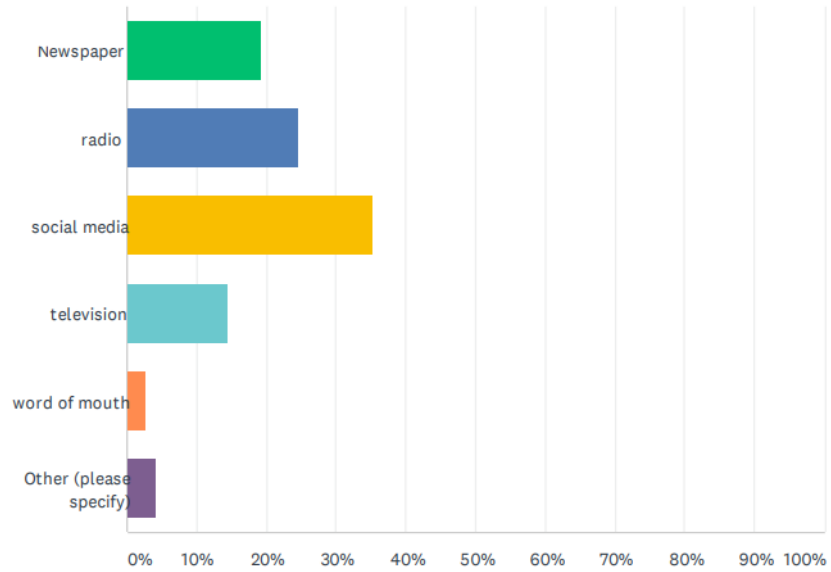


ANSWER CHOICES	RESPONSES	
motorized wheelchair	25.10%	66
regular wheelchair	28.14%	74
walker	15.59%	41
cane	4.56%	12
service or companion animal	3.80%	10
None	20.91%	55
Other (please specify)	1.90%	5
TOTAL		263

2021 Coordinated Plan Community Survey

Q17 How do you receive your daily news?

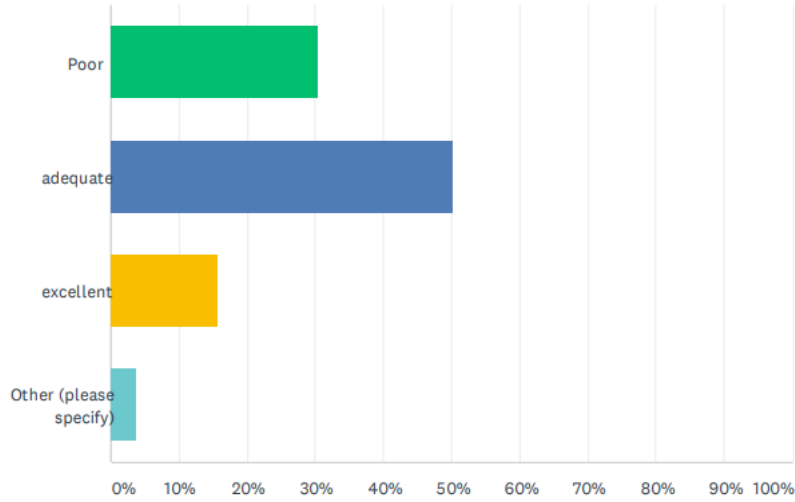
Answered: 265 Skipped: 0



ANSWER CHOICES	RESPONSES	
Newspaper	19.25%	51
radio	24.53%	65
social media	35.09%	93
television	14.34%	38
word of mouth	2.64%	7
Other (please specify)	4.15%	11
TOTAL		265

Q18 What is your overall assessment of public transportation options in Knox County? As a whole, not just Knox Area Transit.

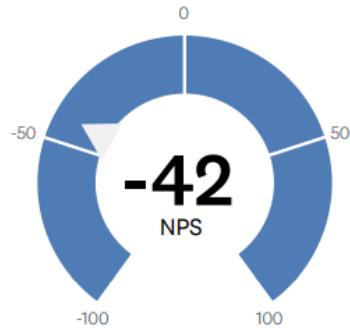
Answered: 263 Skipped: 2



ANSWER CHOICES	RESPONSES
Poor	30.42% 80
adequate	50.19% 132
excellent	15.59% 41
Other (please specify)	3.80% 10
TOTAL	263

Q19 How likely is it that you would recommend Knox Area Transit to a friend or colleague?

Answered: 259 Skipped: 6



DETRACTORS (0-6)	PASSIVES (7-8)	PROMOTERS (9-10)	NET PROMOTER® SCORE
56% 146	29% 75	15% 38	-42

Q20 What is the zip code of your residence?

Answered: 248 Skipped: 17

Out of state – 196

43050 – 35

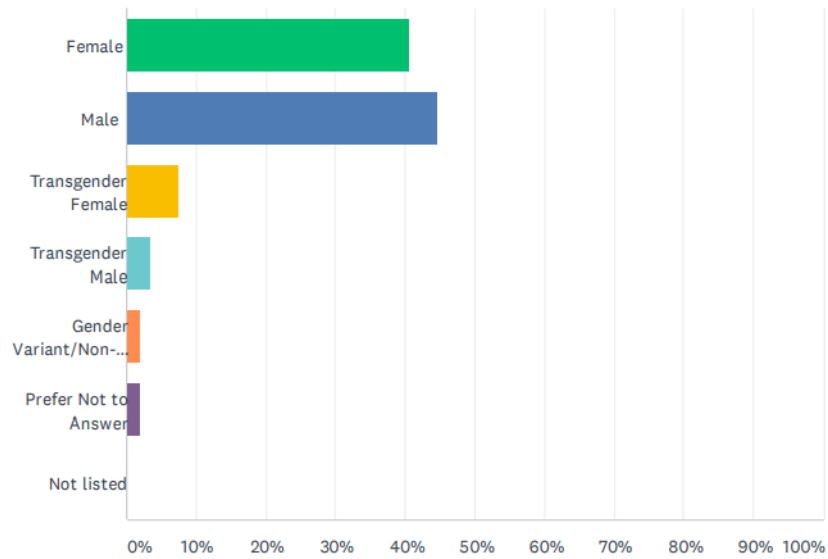
Do not want to say – 7

43028 – 2

43019 - 1

Q21 To which gender do you most identify?

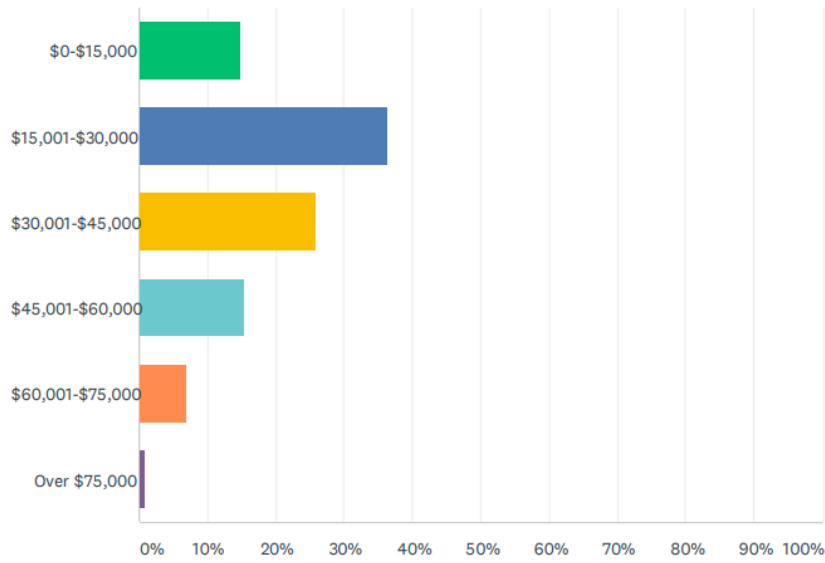
Answered: 263 Skipped: 2



ANSWER CHOICES	RESPONSES	
Female	40.68%	107
Male	44.49%	117
Transgender Female	7.60%	20
Transgender Male	3.42%	9
Gender Variant/Non-Conforming	1.90%	5
Prefer Not to Answer	1.90%	5
Not listed	0.00%	0
TOTAL		263

Q22 What is your annual income?

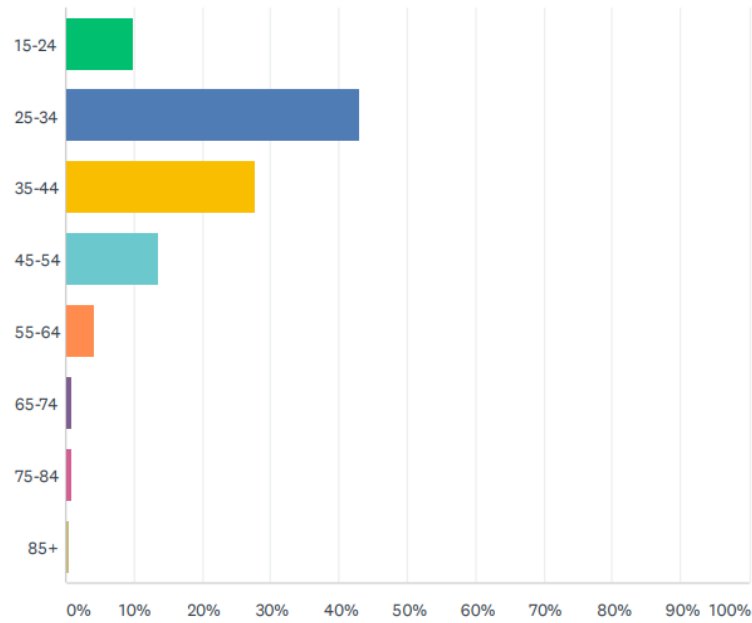
Answered: 263 Skipped: 2



ANSWER CHOICES	RESPONSES	
\$0-\$15,000	14.83%	39
\$15,001-\$30,000	36.50%	96
\$30,001-\$45,000	25.86%	68
\$45,001-\$60,000	15.21%	40
\$60,001-\$75,000	6.84%	18
Over \$75,000	0.76%	2
TOTAL		263

Q23 How old are you?

Answered: 264 Skipped: 1



ANSWER CHOICES	RESPONSES	
15-24	9.85%	26
25-34	42.80%	113
35-44	27.65%	73
45-54	13.64%	36
55-64	4.17%	11
65-74	0.76%	2
75-84	0.76%	2
85+	0.38%	1
TOTAL		264

Q24 What types of active transportation programs would you like to see in Knox County, in the future? ex. longer hours, better bike paths, weekends, and etc.

Answered: 234 Skipped: 31

-Reliable, consistent options. Anything in addition to KAT or having more ride share options like Uber in the area. A lot of town is very walkable which I appreciate, but there are a lot of businesses that do not have sidewalks to them. I do not have personal concerns about transportation but clients that I work with do. People who work evening shifts do not have many options for transportation other than personal vehicle.

-Dedicated Bike lanes needed along West High, Coshocton Road, Route 3 (from the Square to Fairgrounds), and from Square to Industrial Park. Cars don't share the road with bikes. Sidewalks along older section of Coshocton Road are broken down, not wide for ADA, slanted uncomfortably for a normal gait, littered with gravel (slip & bike hazard) and trashed with cigarette butts (so dirty from Walmart to Kroger). Many of the crosswalk buttons along Coshocton Road are inoperable. I walk & cycle often but there are trouble spots in town for those choosing alternative modes of transportation.

Better bike paths – 63

Better bike lanes – 36

Longer hours and Weekends – 49

Subways – 5

Cheaper fares - 4

Private taxi companies - 3

Shuttle lines with transfers – 3

Regular busing to Columbus for appts. - 3

Challenges to Coordinated Transportation

In addition to identifying needs, the planning committee gathered information from stakeholders and used their own professional experience to identify challenges to providing coordinated transportation services. Surveys distributed to stakeholders identified challenges to general transportation. These challenges include the following:

- Struggles obtaining transportation at the beginning of the school year.
- Transportation is not available for those who work early or late at night.
- Limited operating hours.
- Hard to get transportation during certain hours.
- Clients missing appointments at Health Department due to transportation.
- Missed job interviews.
- Late for work.
- Late discharge from hospital or follow up appointments
- Unable to attend events offered in the evening.
- Missed Court appointed appointments.
- Affordable transportation.

Summary of Unmet Mobility Needs

The following table describes the identified unmet transportation needs that were identified and the method used to identify and prioritize each need.

Exhibit 4: Prioritized Unmet Mobility Needs

Rank	Unmet Need Description	Method Used to Identify and Rank Need
1	Education of Transportation resources in the community	Discussion
2	Evening hours	Discussion / Survey
3	Out of county services	Discussion
4	More transportation options	Discussion / Survey
5	Better medical transportation	Discussion
6	Aide program to help with medical assistance	Discussion
7	24 to 72-hour notice	Discussion
8	Bike racks on all buses	Discussion

V. Goals and Strategies

Developing Strategies to Address Gaps and Needs

Strategies for improving transportation for Knox County should address the service gaps and user needs identified in this plan if they are to be effective. As described, the gaps and unmet needs were based on information obtained from geographic analysis, the attendees participating in the meetings, and responses to the public survey.

Based on information gathered throughout the planning process, Knox Area Transit developed the following strategies to address the gaps and unmet transportation needs. Priority levels are assigned by considering the primary funding sources that could be available to support plan implementation compared to the importance of meeting this unmet need expressed by the public and stakeholders. Not all strategies are activities specifically eligible for funding under the existing programs, nor is it guaranteed that sufficient funding will be available to achieve every strategy identified. In addition, the local stakeholders will need to provide support and commit to pursuing the strategies if they are to be accomplished. Nonetheless, these strategies have been tailored to six of the identified primary gaps and needs.

Below is an outline describing the prioritized strategies to address each of the identified unmet transportation needs and gaps in service.

Goal # 1:

Gain community recognition of Mobility Management resource

Need(s) Being Addressed: Educating transportation users

Strategy 1.1:

Participate in community events

Expand community knowledge of transportation resources

Provide a centralized knowledge of transportation options

Gather information regarding transportation needs

Timeline for Implementation: On Going

Action Steps:

- Participate in first Friday events with information and surveys
- Participate in community fairs and festivals
- Participate in target population events

Parties Responsible for Leading Implementation: Mobility Manager

Parties Responsible for Supporting Implementation: Knox Area Transit, Station Break, Elderly and assisted living facilities, Board of Developmentally Disabled

Resources Needed: Surveys, flyers, tables, promotional giveaways, transportation

Potential Cost Range: \$500 - \$1000

Potential Funding Sources: ODOT 5310 program, Knox Area Transit, Knox County Department of Job and Family Services

Performance Measures/Targets:

1. Provide information at 3 First Fridays in Mount Vernon
2. Provide information at 2 fairs or festivals in Knox County
3. Provide information at 4 senior events (Station Break lunches, senior resource day, senior center events, developmentally disabled events)

Strategy 1.2

Continued support for the Emergency Management Agency

Timeline for implementation: On going

Action Steps:

- Be an active participant the county's emergency Operations Center and participate in drills, exercises and real-world events
- Activate and coordinate transportation support systems in a timely fashion
- Participate in applicable planning activities
- Prioritize evacuations for those at the most risk

Goal #2:

Employer incentive transportation program; work with employers to sponsor new employees for one month of free rides.

Need(s) Being Addressed:

This will help with low income and some elderly. Disabled citizens can become productive members of the community.

Strategy 2.1:

- Meet with Knox Area Transit and local employers to see if this program is feasible.

Action Steps:

- Work with Temporary staffing agencies to help with a three-question survey as to why they do not apply for jobs, keep jobs, and would they take advantage of this program.
- Complete a feasibility study
- Compile data
- Take survey results to employers and talk sponsorship
- Come up with a payment platform for companies participating

Timeline for Implementation: end of year 2023

Parties responsible for leading implementation: Mobility Manager

Parties responsible for supporting implementation: Knox Area Transit

Potential funding sources: Local participating companies

Goal #3:

Explore regional transportation options

Need(s) Being Addressed: A simple and cost-effective way to get residents in to and out of Knox County on a regular basis. Counties include Coshocton, Licking, Morrow, and Richland.

Strategy 3.1:

Conduct assessment of where most riders are coming from

Strategy 3.2:

Do a drive assessment of potential routes

Strategy 3.3:

Identify stops and times on potential routes

Strategy 3.4:

Meet with Mobility Managers and transit providers to discuss partnerships and implementation

Timeline for Implementation: 4th quarter 2023

Resources Needed:

Potential Cost Range: \$500

Potential Funding Sources: ODOT 5310 program funding

Performance Measures/Targets:

1. Create more transportation options for residents of Knox County
2. Affordable transportation from county to county
3. Minimize duplication of services
4. Limited destinations

Goal #4

Continue to participate in the Active Transportation Program in Knox County. Helping our community move forward with the Walk, Bike, and Ride (Public Transportation) initiative. Work with other communities in Knox County on Complete Street Programs and transportation programs, as needed.

Need(s) Being Addressed: Provide alternative transportation options and enhance the safety of alternative modes of transportation.

Strategy 4.1:

Assist when asked, help with Complete Street Programs

- Help with doing survey's
- Provide data
- Help with or lead walking assessments

Strategy 4.2:

Continue to promote Active Transportation's "Walk, bike, or ride campaign"

- Involve Mobility Transportation in Programs that promote Walk, bike or ride
- Have information for Active Transportation Programs
- Develop new transportation brochures promoting alternative transportation options in Knox County

Timeline for implementation: Jan. – Dec. 2023

Potential Cost Range: \$ 1,000.00

Potential Funding Sources: ODOT 5310 program

Performance Measures/Targets:

1. Open up limited service hours
2. Would need to provide 24 to 72 - hour notice
3. Would open opportunities to a new group of residents being able to work

Goal #5:

Utilize technology to improve coordinated services between Senior Services, Veteran Services, hospitals, and nursing homes

Need(s) Being Addressed: To improve coordination of services and efficiencies in scheduling, dispatching, and tracking of vehicles in route to facilities. Should improve communications with clients, reduce waste and eliminate unnecessary expenses

Strategy 5.1:

Do a proposal/outline for services to be offered

Strategy 5.2:

Meet with schedulers and/or program directors to discuss software, the benefits and cost that might be incurred.

Strategy 5.3:

Help with implementation if needed

Timeline for Implementation: 2023

Parties Responsible for Leading Implementation: Mobility Manager

Parties Responsible for Supporting Implementation: Knox Area Transit, Knox County Commissioners, Knox County Department of Job and Family Services

Resources Needed: Office space, transportation, communication options, computer

Potential Cost Range: \$500.00

Potential Funding Sources: ODOT 5310 program

Performance Measures/Targets:

1. More transportation options in the community
2. Duplication of services

Goal #6:

To work with Knox Public Health and Knox County Officials on a bike lending or rental program.

Need(s) Being Addressed: Workforce retention; to include low-income, elderly, and disabled.

Strategy 6.1:

Look at existing bike lending programs

Action Plan:

- Set up meetings with KPH and other communities that house this type of programs
- Come up with a program prototype
- Introduce to community officials and local companies
Build a bike lending/rental network across the County

Goal #7:

Continued Coordinated Transportation Planning by identifying community resources for transportation and mobility.

Need(s) Being Addressed: Unmet needs in Knox County

Strategy 7.1:

Facilitate and coordinate continued Coordinated Transportation Planning with the help of the Knox County Mobility Management Advisory Board

Strategy 7.2:

Will continue to identify and fill gaps in transportation services and unmet needs community agencies

- Mobility Manager will recognize opportunities for transportation service enhancement
- Utilize Mobility Manager to identify input to meet client needs
- Maintain opportunities for transit input to meet client needs

Timeline for Implementation: Jan – Dec. 2023

Action Steps:

- Contact Coordinated Plan Committee participants
- Schedule Coordinated Plan meetings
- Present information at Coordinated Plan meetings

Parties Responsible for Leading Implementation: Mobility Manager

Parties Responsible for Supporting Implementation: Coordinated Plan Committee members

Resources Needed: Meeting site

Potential Cost Range: \$100 -\$300

Potential Funding Sources: 5310 funding

Performance Measures/Targets:

1. Schedule three Coordinated Plan Meetings
2. Contact 25 Coordinated Plan Stakeholders for each meeting
3. Present Coordinated Plan activities
4. Document suggested transportation needs to be addressed
5. Facilitate 2023 Coordinated Plan submission
6. Coordinate with Knox Area Transit and submit 2021ODOT 5310 program funding

VI. Plan Adoption

Coordinated plan will be adopted by the Knox County Board of Commissioners after review by the Coordinated Plan Committee. The Coordinated Plan Committee will include representatives from local Public Transit, Senior Centers, Board of Developmental Disabilities, City leaders, Village leaders, representatives from Job and Family services, Veterans Services, and Community service entities, general public, senior adults, general public representatives of individuals with disabilities, nursing centers, local health department and local hospital.

Amendments and updates will be adopted as follows:

1. The Knox Area Transit is required to present the plan or amendment request to all participants included in the original plan within 60 days of receipt of the written request.
2. The lead agency will solicit input from participants, giving those 30 days to submit comments. The lead agency may submit its own comments.
3. The lead agency will share, with the participants, all comments received (either as they are received or at the end of the comment period).
4. After the 30-day period ends, participants will be asked to approve or reject the plan or amendment. With the majority approval, the amendment will be considered approved for inclusion and submitted to the Knox County Commissioners for adoption.
5. Once the plan or amendment is approved, the lead agency will add the following information to the plan:
 - a. The amendment itself;
 - b. Evidence of participants' approval of the amendment;
 - c. A narrative summary describing the reason for the amendment and the process used for the amendment;
 - d. Notes, minutes, and/or narrative overview of meeting(s) to develop the amendment;Documentation to show the invitees to the original coordination plan meetings were contacted and given an opportunity to provide feedback on the amendment. Documentation must include the invitation that was used to solicit participation and feedback on the amendment and the list (including organizational affiliation or representation) of who was invited to submit feedback.

Appendix A: List of Planning Committee Participants

The planning committee consists of representation from local agencies as well as participation of individuals with disabilities, older adults, and members of the general public. More information about the planning committee is available upon request by contacting

Agency Representation

Name	Agency
Tim Llewellyn	Knox Area Transit, Interim Program Director
Susie Simpson	Mobility Manager for Knox County
Scott McKnight	Captain, Mount Vernon Police
Dayne Baughman	Knox County Job & Family Services, Non-Emergency Transportation Administrator
Kevin Henthorn	Director, Veteran Services
Tami Ruhl	Creating Healthy Communities Coordinator, Knox Public Health
Elizabeth Fitzpatrick	Knox Community Hospital, Coordinated Care
Claudia Pido	Knox Community Hospital, Case Management
Emily Morrison	Mental Health and Recovery for Licking and Knox County, Community Relations
Andrew Taylor	Knox County Board of DD, Service and Support Administration Director
Laura Webster	Director, of 911 services
Carol Grubaugh	Executive Director, Knox County Chamber of Commerce and Visitors Bureau
Bill Pursel	Knox County Commissioner
Kevin Mishey	Retired Senior Citizen
Meredith Lowther	Director, Station Break Senior Center
Tina Marie Hiebert	Marketing Director, North Central Hospice
Christine Moretz	Captain, The Salvation Army
Judge Wetzel	Knox County Court of Common Pleas, The Honorable Judge Wetzel
Cheryl Splain	Knox Pages
Lisa Mazzari	Executive Director, Food for the Hungry
Joe Mazzari	Mayor, Danville, Ohio
Jerry Day	Mayor, Fredericktown, Ohio
James DeChant	Emergency Management Agency, Deputy Director
Amy Smart	Riverside Recovery Services, President
Greg Sands	Mayor, Centerburg, Ohio
Pam Rose	Mount Vernon School System

In addition to participants listed above, the planning committee also included representation of older adults, people with disabilities, and members of the general public. In addition to hosting a planning committee, Knox Area Transit and other planning committee members also conducted a wide variety of activities designed to increase involvement of community stakeholders in identifying community

resources, addressing community needs, and setting goals and priorities. More information about the efforts that occurred is available upon request. To request additional information please contact:

Susie Simpson
Mobility Management, Knox County
740-485-5002
susiesimpson@co.knox.oh.us

Appendix B: List of Annual Reviews and Plan Amendments

It is required that this plan be reviewed by the planning committee annually. For more information on when the next annual review will occur, how to be involved in the annual review process or to request information on how to make changes or corrections to this plan between annual reviews, please contact:

Susie Simpson 740-485-5002

Annual Review -

Amendment –

Appendix C: Definitions

There are several terms used throughout the plan that may be unique to transportation providers or human service agencies. The terms are defined here for reference.

Coordination – Collaborative efforts toward understanding and meeting the mobility needs in the most appropriate, cost effective, and responsive manner.

FAST Act – Congress established the funding for Federal Transit Administration programs through authorizing legislation that amends Chapter 53 of Title 49 of the U.S. Code. On December 4, 2015, President Obama signed the Fixing America’s Surface Transportation (FAST) Act, reauthorizing surface transportation programs through Fiscal Year 2020.

Gaps in Service – A break in the continuity of available transportation resources such as a break between hours of operation or a break between two or more geographic areas.

Lead Agency – The organization responsible for facilitating outreach; composing a plan that meets the requirements of current Federal and State legislation; maintaining documentation from the planning process and making it available upon request; and leading stakeholders through annual reviews, amendments, and updates of the plan. The Lead Agency also is responsible for submitting the adopted Coordinated Plan and all amendments or updates to participating stakeholders and ODOT.

Planning Committee – (indicate if the planning committee has another formal name) The Planning Committee is composed of key community stakeholders. The Planning Committee members agree to actively participate in the planning process and act as the plan advisory and adopting entity.

Ridership – The total number of passengers who boarded transportation vehicles are counted each time they board a vehicle.

Section 5310 Program – Enhanced Mobility of Seniors & Individuals with Disabilities (49 U.S.C. 5310) provides Federal formula funding for the purpose of assisting private nonprofit groups in meeting the transportation needs of older adults and people with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs. The program aims to improve mobility for seniors and individuals with disabilities by removing barriers to transportation service and expanding transportation mobility options.

Section 5311 Program – The Formula Grants for Rural Areas program provides capital, planning, and operating assistance to states to support public transportation in rural areas with populations of less than 50,000 where many residents often rely on public transit to reach their destinations. The program also provides funding for state and national training and technical assistance through the Rural Transportation Assistance Program. Subrecipients may include state or local government authorities, nonprofit organizations, and operators of public transportation or intercity bus service.

Section 5307 Program – The Urbanized Area Formula Grants program (49 U.S.C. 5307) makes federal resources available to urbanized areas and to governors for transit capital and operating assistance in urbanized areas and for transportation-related planning. An urbanized area is an incorporated area with a population of 50,000 or more.

Transportation – Transportation is broadly defined to include traditional transit, human service agency services, on-demand (taxi-like) services, bicycle and pedestrian programs and amenities.

Unmet Transportation Needs – Transportation that is wanted or desired but is not currently available.